



Stansted Airport Consultative Committee (STACC) Managing Director’s Report

 Reporting period April-June 2025
 STACC Meeting – Wednesday 25th June 2025
Radisson Blu Hotel – Room 10

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1. Managing Director’s Overview

London Stansted welcomed a record breaking 2.74 million passengers to the airport in May as we marked a significant milestone in its £1.2bn transformation project with the opening of its new domestic arrivals building. The passenger total was an increase of 0.8% on last May, beating the previous record high for the month by more than 21,000. The figures, and those from early June bring us within touching distance of 30 million passengers in a 12 month period, the total in May being 29.97 million. The domestic arrival facility is a welcome addition to the passenger experience for UK arrivals, and to the operation as a whole. The interim arrangements have now ceased, and the space created by this new facility allows us to progress improvements in the security hall and orientation zone at pace.

Operationally, we remain resilient ahead of what is looking to be a particularly busy summer. Despite the disruption we experienced (discussed below), 99% of passengers in May passed safely through security in 15 minutes or less, with an average queue time of less than two minutes 30 seconds during the busiest departure peaks. The Easter getaway in April meant passenger numbers were also high. The airport recorded its busiest day of the year so far with more than 94,000 passengers taking to the skies on Good Friday and the month delivered similar operational performance standards to May.

Our resilience and continuity planning, which the committee was briefed on at our last meeting, was tested when we experienced an internet outage in the early hours of Sunday 11 May. Our incident response teams were deployed quickly, and the management team worked over a number of hours to return the airport to normal operations. Regrettably some passengers missed flights, as both baggage and security systems were affected but a number of carriers chose to delay take off to ensure as many bags and passengers could be loaded before departure. Ryanair customers (the majority) that missed flights were able to rebook onto later/alternative flights and we refunded any airport-booked services to customers affected.

Early in April we marked the inaugural flights of two new carriers. Air Algiers will operate four weekly flights, offering both business and economy seats strengthening connections between London and Algiers. In the same week, Transavia launched direct flights from London Stansted to Rotterdam, offering four weekly services that will increase to five during peak summer. The new route provides passengers with more travel options and access to Transavia’s extensive European network.

I joined students from Cambridge Regional College who collaborated with the airport and ABM to create a vibrant art project now displayed in the refurbished airside assistance lounge. The artwork,

designed over the past year, reflects themes of travel and accessibility, showcasing the unique styles of each student. It was a real pleasure to reopen the facility, meet the students and see their pride in the artwork displayed.

Our Community and Sustainability Teams have had a busy few months and I've been pleased to join them with a series of high-profile events. London Stansted Airport's latest jobs fair attracted nearly 1,500 jobseekers, supporting both summer operations and long-term growth plans. The event featured 30 employers, including Ryanair, Jet2.com, and Border Force, offering almost 500 positions across security, engineering, customer service, and logistics. I joined the team, and Deputy Leader of Essex County Council Louise McInlay to mark the 10th birthday of the Aerozone. The education centre has welcomed over 27,000 students since opening in 2015 and provides an engaging and valuable experience for school-aged students with hands-on aviation activities, a flight simulator, and a focus on sustainability and future careers. I later joined students at Stansted Airport College for their annual awards evening, marking the successes and outstanding contributions of students many of whom now seek to start their careers with us at the airport or elsewhere in the sector.

Finally, and importantly, the airport submitted its planning application to increase our passenger limit up to 51million passengers a year. This is an ambition we set out in our Sustainable Development Plan and have previously briefed the committee on. It is based on projections that aircraft orders over the next twenty years indicate we could accommodate more passengers with no more permitted flights and by making best use of our single runway. The plans also commit us to continuing to improve our ground transport mode share, and making local infrastructure improvements to roads, as well as growing the Stansted Airport College. The application is currently in its statutory consultation period and will likely reach committee for determination in the autumn.

2. Landside Access:

2.1 Rail

In May, Cross Country Trains re-introduced their pre-pandemic hourly timetable to Cambridge and Birmingham. This means the airport almost always operates a service every half hour to Cambridge when combined the Greater Anglia service that also serves Norwich.

Works continue on the introduction of the electronic gateline for the airport rail station which will be completed by the end of June and will go live in early July. We are awaiting formal confirmation from DfT and Greater Anglia concerning the introduction of contactless which is expected to be introduced by end of 2025. The airport is continuing to lobby DfT to expedite the introduction of contactless and bring forward the go live date.

2.2 Bus and Coach

In partnership with Central Connect the airport has introduced the 333 local bus service that replaced the Arriva 133 which removed from service on 1st June. The airport has provided funding through the Sustainable Transport Levy to continue this important connection to Braintree, Rayne, Felsted, Dunmow and Takeley. The airport has ensured this service operates early morning, late night and Sundays so that staff and the local community have a service that provides 24/7 access to the airport. New vehicles will soon also be added to the route later this year which have also been funded through the levy.

In addition, the First X20 service has been rerouted to provide additional connectivity to Takeley and Little Canfield to the airport.

2.3 Car Parking

Net Promoter Scores for Landside car parks continue to very perform well and above target.

March	57.4
April	55.9
May	52

Jet Parks has now reopened for the summer season, from 1st April.

2.4 Transport Forum Update

The Bus and Coach Working Group is continuing work with operators to look at potential services that will connect into Hertfordshire, in particular Hertford and Ware. This a priority for the forum. The group is also in discussions with an operator to develop services to Epping, Ongar and Brentwood.

The daughter documents of the Sustainable Development Strategy (Bus, Coach & Rail Strategy, Cycling & Walking Strategy and Staff Travel plan) will be circulated to Forum members shortly. These strategies set out the detailed plan and actions to continue to grow public transport mode share and achieve the various surface access targets.

3. Terminal Update:

3.1 Customer Services

Operations have been stable throughout the reporting window, with the Easter holiday and May half-term successfully managed as passenger numbers increased significantly.

One notable customer event occurred on 11 May, where an IT power outage led to the loss of several key services during first wave departures. Stansted's resilience plans were swiftly initiated, and the baggage systems, CCTV, and new security lanes were fully restored by mid-morning.

The interim domestic arrival route, overseen by the Customer Service team, was closed on May 26th as the new facility transitioned into live operations. Since the opening, the CSA team has been present in the facility, supporting customers in navigating the new processes and assisting third parties with the adoption of new procedures. Early feedback from customers has been positive and though passengers are using it, some remedial works in the facility remain to be completed.

The Customer Service Directorate is currently reviewing airport wayfinding in conjunction with the launch of new brand principles. This project aims to improve ease of navigation across the terminal for customers by simplifying messaging, thereby enhancing the overall experience. A site-wide survey is underway to assess current signage and identify unnecessary clutter that can be removed, including duplicate signs and FID screens that create visual clutter. Once concluded, the findings will be assessed, and a rollout plan will be developed for implementation. The wayfinding project

principles are being incorporated into Stansted Transformation Programme and will also feature in the digital customer experience.

3.2 Check-in and Landside

Over the last two months, trials have continued with airline partners to further refine and optimize the check-in kiosk process for customers. This has included reviewing the types of baggage tags and assessing queue layouts in each zone. Utilization of kiosks has remained positive, with utilization rates increasing across the majority of carriers.

The portal works at the front of security have now commenced, resulting in the removal of several Automatic Boarding Card Readers (ABCRs) and the erection of hoarding at the secondary access known as Door Set 'C&D'. Despite these changes, there remains sufficient capacity for customer entry. To improve flow in this location, the Fast Track route has been relocated to the main entrance, with customers being routed into the forecourt area upon presentation.

3.3 Terminal Security

Security wait times have been consistent over the period, positively reflecting in customer satisfaction scores.

Both the Easter and May holidays were managed effectively, with security resource levels remaining in line with planning expectations. Recruitment for the summer peak was concluded during the winter months, providing sufficient time for colleagues to be trained and adapt to the new security equipment.

The Future Security programme is progressing successfully, with over 65% of the lanes now replaced and upgraded to 3D technology. During the reporting period, Phase 4 was successfully completed, bringing lanes 6 and 7 into operation. By mid-June, two more lanes in the orientation zone will become live once reliability testing is complete, ensuring sufficient lane availability to meet the increased demand during the summer peak. The programme will continue throughout the summer, with all lanes expected to be completed by the end of the year.

3.4 International Departure Lounge (IDL), Satellites and Gates

Several enhancements have been made within the IDL between April and June.

Ahead of the Easter break, Joe & the Juice Bar and Itsu Sushi Bar underwent refurbishments. In May, Lego introduced a pop-up feature within the central flow of the IDL, and Sol de Janeiro launched in WDF.

In the Central IDL, Harris & Hoole has been successfully relocated, and WHSmith's 'grab and go' offer was temporarily closed for renovations, set to reopen in August. This unit closure has facilitated the erection of hoarding along the exit route from security and is part of the end-state orientation zone that customers will flow into after leaving security.

Improvements continue at the satellites. In Satellite 2, flooring replacement from carpet to tiles is underway, with completion expected by December. In Satellite 3, the replacement of failed double-glazed windowpanes is ongoing, and the arrival toilets are closed for a full upgrade, scheduled to complete by the end of June.

3.5 Immigration (Border Force)

The Electronic Travel Authorization (ETA) was successfully launched in early April for EU nationals. This implementation did not have a local impact, as documentation checks are conducted at the point of origin and had been well planned and communicated to customers.

Wait times have been consistently good and the target has been achieved for all 3 touchpoints, E-gates, Families and Non -EU.

Periods of higher case work occasionally contributed to slightly extended wait times but generally, these remained within SLA.

3.5 Accessibility

June marked the opening of the newly refurbished airside assistance lounge. This was a collaboration between the airport, their assistance provider ABM UK, and Cambridge Regional College. Level 3 Creative Industries students from Cambridge Campus and Supported Learning students from Huntingdon Campus were tasked with creating artwork that evoked a sense of travel and representation through accessibility. The result is the stunning gallery-style space designed to provide a calm and welcoming environment for customers using the Assisted Travel service as they wait prior to their journey.

The number of customers utilising the Assisted Travel service continues to grow in excess of the forecasts with year-on-year growth for April and May tracking at 12%, reflecting trends observed at other UK airports. Operational performance remains strong, with ECAC targets for arriving customers exceeded.

To support both customers and colleagues, the airport hosted two additional Pets as Therapy visits in April, coinciding with the Easter break and Mental Health Awareness Week. This was a fantastic event, offering meaningful comfort and engagement for passengers and staff.

The efforts to continually improve accessibility standards and the customer experience have continued. The June SAFE Forum focused on a surface-level access audit which is being conducted by Gobi Ranganathan and Norman Rourke Pryme. Members supported with an audit of the orange car park, coach station and express set down and this feedback will form part of NRPs final report. This will then support the airports horizon plan for future improvements as well as establishing a set of guidelines to ensure that whilst standards for accessibility are met, that useability and practicality is also covered.

Currently, the primary focus is on managing the busy summer period, which is expected to continue through until October. Key priorities remain fleet stability, recruitment, and ensuring smooth operations and sustained service excellence.

ECAC Performance and PRM Customer Movements Apr-May

	Apr	May
ECAC	98.81%	99.83%
PRMs	27,482	36,014

3.6 NPS

The NPS (Net Promoter Scores) for 2025 are:

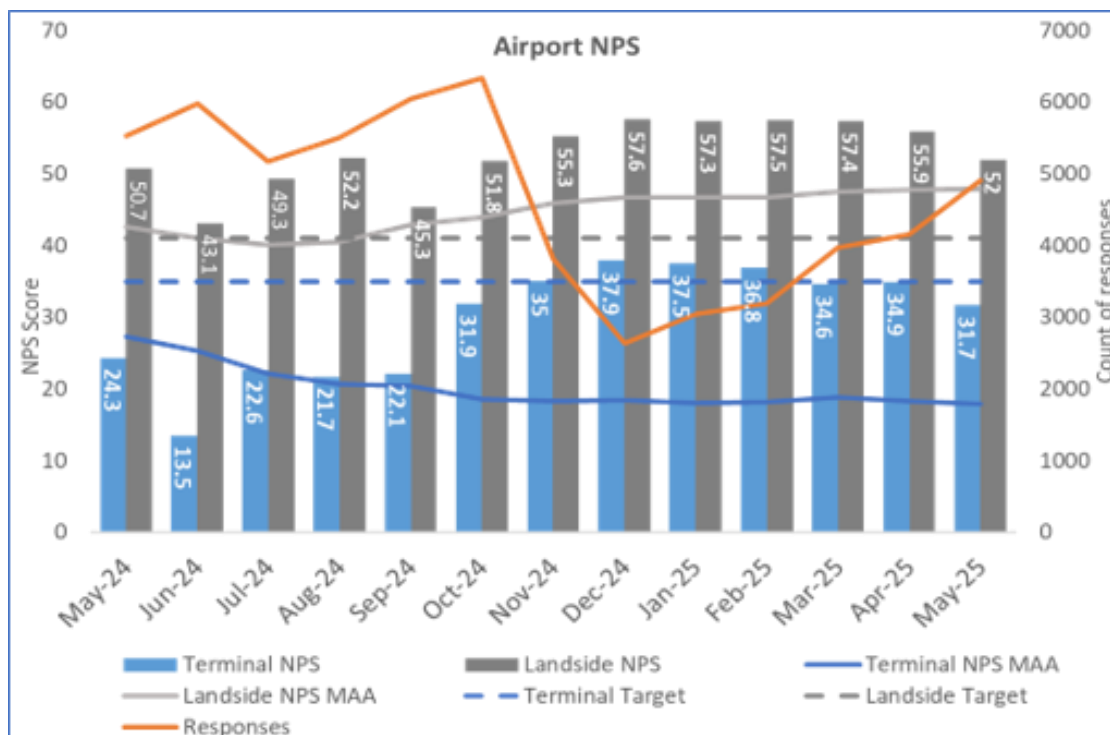
	Terminal (target 35)	Landside (target 41)
January	37.5	57.3
February	36.8	57.5
March	34.6	57.4
April	34.9	55.9
May	31.7	52

NPS scores for both Terminal and Landside areas follow same pattern as 2024 as we start to see a slight drop during the month of May after a positive winter.

For May we see Terminal score 7.4 points above the same month last year with March and April just a couple of points below the target of 35. A busy Easter period (mid-April) and issues experienced due to the internet outage on 11 May, attributed to the slight drop in scores for the month of May. This, together with the expected increase in passengers for the month (2 Bank Holiday weekends and a school half term break) produced favourable score results, despite being in Amber and below the 35 target.

All aspects of the customer journey continue to be reviewed alongside customer satisfaction scores and actions taken to address some of the issues experienced.

Landside remains above its target of 41 throughout the year.



4. Airport Developments and Planning Matters

The draft Sustainable Development Plan (SDP) consultation closed on 10 March 2025. We received 7 responses which are under review alongside ongoing preparation of the Airport Travel Plan, Cycling & Walking Strategy and Bus & Coach Strategy. The final SDP and associated Surface Access Strategy documents will be published in the coming months.

The 43+ planning application was submitted on 29th May 2025 and was validated by UDC on 9th June 2025. The statutory consultation is anticipated to run until 21st July. MAG has entered into a Planning Performance Agreement with UDC, which includes regular meetings and continued liaison with UDC Planning Officers.

Work on the terminal extension detailed design continues in conjunction with the two appointed contractors. Applications to discharge pre-commencement planning conditions will be made to the Council during the summer.

Construction of the new skylinks to Satellites 1 and 2 will subsequently allow the Track Transit System to be de-commissioned, creating space for the terminal to be extended. To facilitate the construction of the new skylinks, existing staff welfare facilities are being relocated within the car park between Enterprise House and the terminal.

Construction continues on the 14.3MW solar farm and remains scheduled for completion by the end of 2025.

The Uttlesford Local Plan Examination opens 10 June 2025 for two weeks and MAG will be in attendance at the Examination in relation to airport related policy issues.

5. Sustainability

5.1 Opportunity For All

5.1.1 Education

On the 10th April the education team held a 'Kids at Work' event. 16 colleagues attended with 19 children aged between four and eleven years old. The group participated in a 'behind the scene' tour of the airfield, before visiting the fire station for a chance to explore the airport's fire engines.

On the 25th April we celebrated 10 years of our successful mentoring programme, which has helped students to reach their potential and prepare them for life after school. In partnership with Forest Hall School in Stansted Mountfitchet, the airport has supported more than 100 students since the scheme began. The programme gives Year 11 students the confidence, skills and support they need to take their next steps, whether that's college, an apprenticeship or starting work. To mark the end of this year's programme the students and their mentors were invited to a celebration event and received certificates from Kate Folling, People Director at Stansted Airport. The students also enjoyed a behind-the-scenes tour of the airfield and learnt more about careers in aviation.

June marked a major milestone for the Aerozone, as we celebrated 10 years of school visits. Since opening its doors in 2015, the Aerozone has welcomed over 27,000 young people, providing a unique, hands-on learning environment designed to inspire, educate and excite. The Aerozone plays a key part of our sustainability strategy, offering a free educational experience to young people aged 4-18 from across Essex, Hertfordshire, Suffolk and beyond.

Our 10-year anniversary event took place on Thursday 5th June and served as a moment of celebration as we recognised the impact the Aerozone has had over the last decade.

The event was also an opportunity to formally recognise the contribution of airport staff who have volunteered their time to support Aerozone visits as guest speakers, sharing insights into their roles at Stansted. Our colleague volunteers have delivered over 1,100 guest speaker sessions which works out to over 571 hours of volunteering time.

MAG also released its new 5-year Social Sustainability Strategy. Sustainability has become an increasingly important part of the airport's work, with activities and discussions now centred around Jet Zero ambitions and the future of sustainability within the industry.

5.1.2 Stansted Airport College

On 11th June the college held its annual graduation event. This awards ceremony is a significant date in the college's calendar, as it sees the students take their first step in realising their dream of working in the aviation industry.

The 28 winners of these awards have each made an outstanding contribution within their subject areas of engineering, aviation operations and events management. For example, nominees may have contributed by achieving outstanding results, exceeding expectations, impressing employers, contributing to wider college life, mentoring peers, inspiring others.

I had the privilege in opening the event and giving out the Trainee of the Year (Aviation Operations) award.

5.1.3 Employment & Skills

In the last quarter Stansted Academy has conducted thirteen outreach workshops in Harlow, Chelmsford, Colchester, Braintree, Hertford, Tottenham and Walthamstow. These workshops have supported more than 250 jobs seekers, raising awareness of our employability programmes and the on-site vacancies available at Stansted Airport.

80 adult job seekers enrolled and qualified in the NCFE Level 1 Exploring Aviation course offered by Stansted Academy. This course provided participants with essential skills and knowledge to help them secure a role in the aviation industry.

On the 9th April, the Academy team held a workshop at Stansted Academy to review the past year's achievements and challenges. Fifteen senior JCP workers from London and Essex attended the event, which provided an excellent opportunity for networking and discussing how the teams can collaborate even more effectively to support local unemployed people.

On the 30th April we hosted our second jobs fair of the year at the Radisson Blu Hotel. Over 30 business partners participated, offering more than 500 job vacancies across various sectors within the airport. The fair attracted nearly 1,500 job seekers. Post the event Unifi (former Up & Away Aviation) said: "The turnout was fantastic, and we were impressed by the quality of candidates. Events like these are crucial for connecting with potential employees and building a strong workforce,"

5.2 Local Voices:

5.2.1 Community Outreach

Over the last couple of months we have been invited to numerous events to talk about the future of the airport these included the annual parish assembly of Takeley and Much Hadam Parish Councils. We also were the guest speaker at the Bishop Stortford Civic Federation's AGM.

We were delighted to invite the winners of the Uttlesford District Council Business awards in for an airside tour and our engineering apprentices entered a team in the Great Dunmow Soapbox Race.

We are starting to enter our Summer outreach programme with visibility at key events across the reach of the airport.

5.2.2 Stansted Airport Community Fund

The first meeting of the Community Fund committee took place at the beginning of June, the panel considered applications from 23 organisations. The committee awarded £45,476 to 18 organisations. Those organisations to receive grants in this round were:

St Martin's Church, White Roding	Uttlesford	Tables, chairs etc	£1,700.00
Saffron Walden Mencap Society	Uttlesford	Musical Instruments & Accessories	£3,000.00
Stebbing Cricket Club	Uttlesford	Ball Stop Net	£500.00
Stansted Bowling Club	Uttlesford	Refurbishment of Clubhouse	£2,000.00
Hoodoo Radio	East Herts	Outdoor broadcasting equipment	£3,061.57
Stansted Hall and Elsenham Cricket Club	Uttlesford	Wicket Mower	£2,500.00
Blues Preschool and Nursery	East Herts	Transformation of outdoor space	£5,000.00
Hockerill Cricket Club	Uttlesford	Scarifier	£1,500.00
High Easter Cricket Club	Chelmsford	Heavy Cricket Roller	£1,800.00
Friends of Southern Country Park	East Herts	Materials for the creation of a butterfly bank	£2,500.00
Thorn Grove Primary School	East Herts	Picnic tables and play bark	£2,500.00
The Animal Rescue Charity	East Herts	Equipment to build isolation kennel	£2,500.00
HABS Strength in Mind	East Herts	Laptops	£1,500.00
Flitch United FC	Uttlesford	Football Training Equipment	£3,500.00
Great Canfield Parish Council	Uttlesford	Chairs, trolleys picnic tables	£4,715.07
St Mary's Church, Saffron Walden	Uttlesford	Lighting	£5,000.00
Saffron Walden Symphony Orchestra	Uttlesford	Carrying Stands	£1,200.00
Gilden Park Residents Association	Harlow	Gardening Equipment	£999.77

5.2.3 Noise Management

We have been experiencing sustained periods of easterly operations so far this year. There have been no departure noise infringements in April or May. Departure track-keeping performance has remained at very high compliance rates at 99.85% and 99.74%.

Continuous Descent Approaches (CDA) to runway 22 have remained strong, with all months above 95%, with April peaking at 96.61%. CDAs during the core night period have been recorded at 98.71% in April and 96.34% in May.

Runway 04 core night CDAs have continued to improve, with April at 77.01% and May at 79.51%.

We have seen Continuous Climb departures range from 85.4% in April % to 84.90 in May.

Due to the wind direction predominantly from the northeast recently, the modal split between runway 22 and runway 04 has differed from the long-term average of circa 70% / 30%.

April saw a modal split of 32% / 68%, for runway 22 vs runway 04, and May continued at 34% / 66% respectively.

A site has been agreed in Stebbing for this summers' community noise monitoring, revisiting the same site monitored in 2018. A second monitor may also be deployed in Takeley.

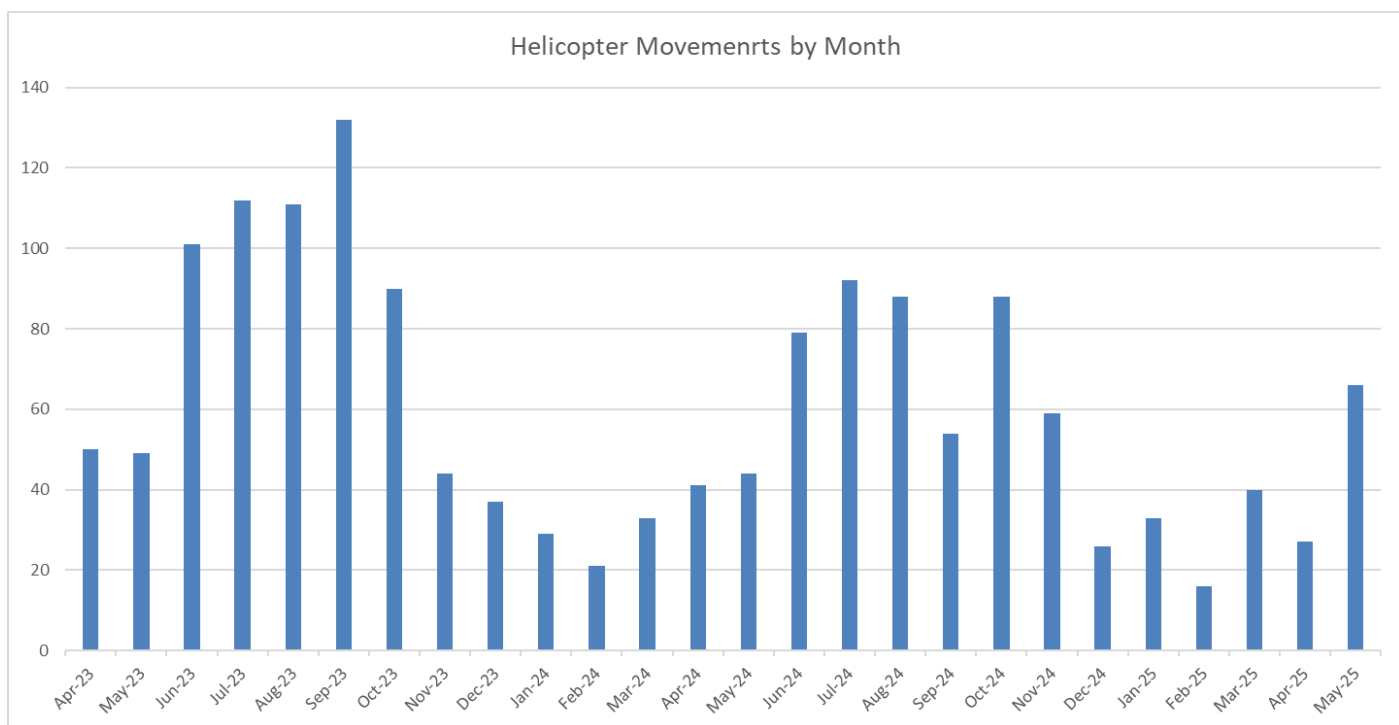
The sites for 2 x additional permanent Noise Monitors have been identified.

5.2.4 Night Flights / Helicopter Movements

Month	Total Night Movements	Dispensations Applied	Total QC Points (Rounded)	Helicopter Movements
April 2023	1,184	163	574	50
May 2023	1,338	111	638	49
June 2023	1,601	235	771	101
July 2023	1,778	272	863	112
August 2023	1,791	310	862	111
September 2023	1,623	186	785	132
October 2023	1,467	158	719	90
November 2023	839	52	422	44
December 2023	919	129	482	37
January 2024	808	62	408	29
February 2024	682	22	371	21
March 2024	725	11	398	33
April 2024	1,086	108	567	41
May 2024	1,365	159	719	44
June 2024	1,721	346	872	79
July 2024	1,909	430	979	92
August 2024	1,723	276	878	88
September 2024	1,648	165	826	54
October 2024	1,364	97	680	88
November 2024	784	22	393	59

December 2024	876	109	418	26
January 2025	781	37	361	33
February 2025	694	17	336	16
March 2025	742	10	354	40
April 2025	1,043	73	480	27
May 2025	1,313	106	630	66

Details of operational performance, including night flights and dispensations applied can be found in our Flight Evaluation Unit (FEU) quarterly report, which can be found at: stanstedairport.com/community/noise/our-noise-performance/



Appendix 1 Summary of traffic stats April & May 2025 vs 2024